52. **Statement of Work (SOW)**

1.0 Introduction

This SOW describes the products and services to be provided by the Contractor to NASA, primarily at the Contractor's facilities, under this Computer Training price-sharing contract.

Specific activities, under this contract, will be authorized through the issuance of direction in the form of Delivery/Task Orders issued by the JSC Technical Manager.

The Contractor shall provide all necessary personnel, materials, equipment, and facilities, except as stated otherwise, required to deliver the services and products described here

1.1 Objective

The goal of this contract is to provide JSC with the best possible Computer Training services and products at a reasonable cost. The contract will be for one year with 3 one-year options to extend the contract.

2.0 Products and Services Description

The Contractor will provide the following products and services:

2.1 Provide facilities within close proximity to JSC
2.2 Provide up-to-date hardware/software
2.3 Identify whether to contract with vendors or develop courses, depending on which would provide the greatest cost savings
2.4 Help fill empty seats through other interested companies
2.5 Prepare the hardware/software for each class
2.6 Provide an optimal learning environment
2.7 Evaluate courses to determine successful areas as well as identify potential areas for improvement
2.8 Provide rosters and evaluations to NASA point of contact

2.1 Provide appropriate facilities

The Contractor shall meet the following requirements:

2.1.1 The facility shall be within 15 minutes drive of NASA JSC
2.1.2 The facility shall have at least 3 computer labs
2.1.3 The facility shall have at least 40 computer work stations

2.2 Provide appropriate hardware/software

The Contractor shall meet the following requirements:

2.2.1   At a minimum, the computer workstation shall be equivalent to NASA's standard load specifications within 90 days of their establishment

2.2.2   At a maximum, the computer workstation shall be robust enough tc handle any of the high-end computer training requested

2.2.3   Identify whether to contract with vendors or develop courses, depending on which would provide the greatest cost savings

2.2.4   The Contractor shall have the in-house capability to customize courses

2.2.5   The Contractor shall have the in-house capability to custom develop courses

2.2.6 The Contractor shall have familiarity with the marketplace and knowledge of the best vendors for courses that need to be contracted out

2.3   Provide appropriate courses

The Contractor shall provide classes in the following categories and quantities:

2.3.1 Category A – Web Applications
Examples: Cold Fusion, Dreamweaver, XML, HTML, Perl
15 – 20 Classes

2.3.2 Category B – Operating Systems
Examples: Linux, Unix, Microsoft Windows 2000
10 – 15 Classes

2.3.3 Category C – Technical Design & Systems Analysis Software
Examples: Pro/Engineer
1 – 5 Classes

2.3.4 Category D – Computer Languages
Examples: JAVA, C, C++, Visual Basics
5 – 10 Classes

2.3.5 Category E – Desktop Applications
Examples: Advanced Powerpoint, Advanced Word, Advanced Excel, Advanced Project
0 – 5 Classes

2.4   Fill empty seats through other interested companies

2.4.1   The Contractor shall have contacts and working relationships with local companies

2.4.2 The Contractor shall actively seek to establish working relationships with other local companies

2.4.3 NASA shall make a good faith effort to provide information on seat vacancies one month prior to the scheduled start date

2.4.4 The Contractor shall give a good faith effort to fill empty seats in courses with these local companies

2.4.5 The Contractor shall bill these companies directly

2.5 Prepare the hardware/software for each class

2.5.1 The Contractor shall ensure that work stations are in good working order prior to classes starting
2.5.2 The Contractor shall ensure that work stations are appropriately configured prior to classes starting
2.5.3 The Contractor shall ensure that appropriate software is loaded on the workstations prior to classes starting

2.6 Provide an optimal learning environment

2.6.1 The Contractor shall not have more than 15 participants per class
2.6.2 The Contractor shall provide classes that run from 8:30-4:30 unless job orders are issued specifically requesting other class times
2.6.3 The Contractor shall provide training in consecutive days unless specifically requested by NASA
2.6.4 The Contractor shall have the ability to provide training space for classes that run 5 consecutive days
2.6.5 The Contractor shall give NASA priority in scheduling labs and not change NASA's schedule without approval (eliminate to accommodate another client)

2.7 Evaluate courses to determine successful areas as well as identify potential areas for improvement

2.7.1 The Contractor shall distribute evaluations at the close of every class
2.7.2 The Contractor shall review evaluations for potential improvement opportunities
2.7.3 The Contractor shall discuss with NASA concerns arising from the evaluations, i.e. consistent feedback from the students indicating a problem area
2.7.4 The Contractor shall incorporate mutually agreed upon changes as appropriate

2.8 Provide rosters and evaluations to NASA point of contact

2.8.1 The Contractor shall provide a roster and evaluations to NASA within one week of a class closing